

**STATUS OF THE PROBLEMS ENCOUNTERED BY EMPLOYEES OF  
TOURISM SITES IN THE INTERIOR PART OF BOHOL**

**College of Technology and Allied Sciences  
BOHOL ISLAND STATE UNIVERSITY  
Zamora, Bilar, Bohol**

**RAHWEL R. ESTO  
ARNULFO B. GALLETO  
MARIAN JOY I. GARCES  
ALICE Q. TUMALE**

**February 2022**

**STATUS OF THE PROBLEMS ENCOUNTERED BY EMPLOYEES OF  
TOURISM SITES IN THE INTERIOR PART OF BOHOL**

**A Thesis  
Presented to the  
Faculty of the College of Technology and Allied Sciences  
BOHOL ISLAND STATE UNIVERSITY  
Zamora, Bilar, Bohol**

**RAHWEL R. ESTO  
ARNULFO B. GALLETO  
MARIAN JOY I. GARCES  
ALICE Q. TUMALE**

**February 2022**

**STATUS OF THE PROBLEMS ENCOUNTERED BY EMPLOYEES OF  
TOURISM SITES IN THE INTERIOR PART OF BOHOL**

---

**A Thesis  
Presented to the  
Faculty of the College of Technology and Allied Sciences  
BOHOL ISLAND STATE UNIVERSITY  
Zamora, Bilar, Bohol**

---

**In Partial Fulfillment  
of the Requirements for the Degree  
BACHELOR IN HOSPITALITY MANAGEMENT**

---

**RAHWEL R. ESTO  
ARNULFO B. GALLETO  
MARIAN JOY I. GARCES  
ALICE Q. TUMALE**

**February 2022**



**APPROVAL SHEET**

This thesis entitled "STATUS OF THE PROBLEMS ENCOUNTERED BY EMPLOYEES OF TOURISM SITES IN THE INTERIOR PART OF BOHOL", prepared by Rahwel R. Esto, Arnulfo B. Galleto, Marian Joy I. Garces, and Alice Q. Tumale in partial fulfillment of the requirements for the degree in Bachelor of Science in Hospitality Management had been examined and recommended for approval for oral defense.

**THESIS COMMITTEE**

|   |   |   |
|---|---|---|
| <br><b>HERBERTO PIOLLO, MS</b><br>Statistician | <br><b>NELIA Q. CATAYAS, PhD</b><br>Chairman | <br><b>MANOLITO C. MACALOLOT, EdD</b><br>Editor   |
| <br><b>MARIFEL G. LASCOÑA</b><br>Adviser       |   | <br><b>HERSHEY LOU M. CABIG</b><br>Thesis Expert |

---

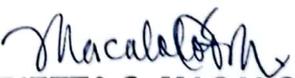
Approved by the Examining Panel during the Oral Examination conducted on May 2022 with a rating of 1.00.

**EXAMINING PANEL**

|   |  |   |
|---|--|---|
| <br><b>NELIA Q. CATAYAS, PhD</b><br>Member | <br><b>ARLEN B. GUDMALIN, PhD</b><br>Chairman | <br><b>MANOLITO C. MACALOLOT, EdD</b><br>Member |
| <br><b>KEVIN B. GASATAN, MS</b><br>Member  |  | <br><b>MARIFEL G. LACOÑA</b><br>Member         |

Accepted and approved as partial fulfillment of the requirements for the degree of Bachelor of Science in Hospitality Management.

May 15, 2022  
DATE OF ORAL DEFENSE

  
**MARIETTA C. MACALOLOT, PhD**  
Campus Director



## ACKNOWLEDGMENTS

It is the researchers' genuine and ordeal conveyance of gratefulness and recognition, first and foremost to our Almighty God, for His divine providence upon the pursuance of several undertakings in order to bring about this piece of endeavor into a reality.

Furthermore, the researchers wished to deeply express and extend their heartfelt thanks and sincere appreciation to the following persons who undoubtedly believe in their capacities and efforts in the accomplishment of the manuscript:

**Marifel G. Lascoña**, Thesis Adviser, for extending her deepest encouragement in the pursuit of the study and for the constructive criticism, priceless effort, incomparable support, concern and genuine suggestions;

**John Anthony D. Piollo**, Thesis Editor, for his indispensable corrections and comments;

**Herberto Piollo, MS**, Thesis Statistician, for his vivid analysis and favorable assistance in computing and gathering the data;

**Manolito C. Macalolot, Ed.D.**, Thesis External Expert, for his time and effort in checking this manuscript and for giving enough time to improve this manuscript;

**Hershey Lou M. Cabig**, Thesis Internal Expert, for her indispensable corrections and comments;

**Ma. Glenda M. Merlas**, School Librarian, for her warm consideration in using the available resources in the library;

**Nelia Q. Catayas, PhD**, Chairperson of the DHMIT, for her assistance and words of encouragement and for her time and effort in checking this manuscript.

**Arlen B. Gudmalin, PhD**, Dean of CTAS, for her support, guidance, advice, valuable comments, suggestions and provisions that benefited much in the completion of and success of this study;

**Marietta C. Macalolot**, Campus Director, for her motherly advice and final approval of the title;

To all classmates and friends, for their shared experiences and benevolence in helping the researchers in the distribution of the questionnaires;

To the respondents, tourism sites and employees of selected municipalities in 3<sup>rd</sup> District of Bohol, for their participation and robustly sharing their valued time in the study;

Lastly, this research was made possible through the moral and financial support of their parents, who carry the burden with persistent love and understanding as they journey the tedious process in bringing this study to the finish line.

Rahwel R. Esto  
Arnulfo B. Galleto  
Marian Joy I. Garces  
Alice Q. Tumale

## TABLE OF CONTENTS

|                          |       |             |
|--------------------------|-------|-------------|
| <b>TITLE PAGE</b>        | ..... | <b>i</b>    |
| <b>APPROVAL SHEET</b>    | ..... | <b>ii</b>   |
| <b>ACKNOWLEDGMENTS</b>   | ..... | <b>iii</b>  |
| <b>TABLE OF CONTENTS</b> | ..... | <b>v</b>    |
| <b>LIST OF TABLES</b>    | ..... | <b>vi</b>   |
| <b>LIST OF FIGURES</b>   | ..... | <b>vii</b>  |
| <b>ABSTRACT</b>          | ..... | <b>viii</b> |

### Chapter

#### **1. THE PROBLEM AND ITS SCOPE**

|                       |       |          |
|-----------------------|-------|----------|
| Rationale             | ..... | <b>1</b> |
| Literature Background | ..... | <b>2</b> |

#### **THE PROBLEM**

|                           |       |           |
|---------------------------|-------|-----------|
| Statement of the Problem  | ..... | <b>13</b> |
| Significance of the Study | ..... | <b>15</b> |

#### **RESEARCH METHODOLOGY**

|                              |       |           |
|------------------------------|-------|-----------|
| Design                       | ..... | <b>16</b> |
| Environment and Participants | ..... | <b>16</b> |
| Instrument                   | ..... | <b>18</b> |
| Procedure                    | ..... | <b>19</b> |
| Statistical Treatment        | ..... | <b>20</b> |

#### **DEFINITION OF TERMS**

|       |           |
|-------|-----------|
| ..... | <b>21</b> |
|-------|-----------|

## LIST OF FIGURES

| Figure                                       | Page |
|--|------|
| 1 Theoretical and Conceptual Framework ..... | 10   |

## LIST OF TABLES

| <b>Table</b>                        |       | <b>Page</b> |
|-------------------------------------|-------|-------------|
| 1 Profile of the Participants       | ..... | 24          |
| 2 Status of the Problem Encountered | ..... | 25          |
| 3 Weighted Mean                     | ..... | 27          |

## ABSTRACT

This study sought to determine status of the Problems Encountered by Employees of Tourism Sites in the interior Part of Bohol. This was conducted on November 2021. Specifically, it aimed to find out the sources of their problems like workload, recognition and home-work balance. The researchers used descriptive survey method and there were fifty (50) respondents, female got the highest percentage of 54.00% while male got 46.00%. The gathered data were tallied, tabulated, analyzed and interpreted. Findings revealed that the majority of the respondents where female and married. In terms of level of problems encountered by employees in the interior part of Bohol, some of the problems encountered by the respondents is workload especially in having to work in a very long hours. It was recommended that the future researcher should conduct further study to prove the status of the problems encountered by employees of tourism sites in the interior part of Bohol, and conduct the same study in other tourism site in Bohol to prove if the problems encountered by employees really affect job performance.

## Chapter 1

### THE PROBLEM AND ITS SCOPE

#### Rationale

Tourism is one of the world's largest and rapidly growing industries. It been recognized as a major contributor to global economies, serves as a source of income and provides employment opportunities in different areas like accommodations, transportation, food and beverage sectors, and entertainment and attractions sites. Therefore, the availability of skilled and trained manpower is a crucial element in the success of any tourism development plan (Wijethunga & Warnakulasooriya, 2014).

On the other hand, the employees inside the tourism establishments should have a passion for the work, loyalty, reliability to business, have a sense of leadership, strong focus, flexibility, loves teamwork, has confidence, and interpersonal or communication skills in order the organization become productive. However, when the employees faced problems and stress it effects on their behavior and performance on their job. Lots of them experiences stress and pressures because of many factors like workload, family and relationships problems, daily hassles, salaries and desire of recognition that's why the performance and productivity of the organization are being affected. (Bickford, 2005) Therefore, maintaining employee records is particularly important for internal purposes when it comes to getting the best out of your employees. It also

improves the organization's readiness to respond to information of this type. This also helps with the overall planning of the human capital needs of the organization both immediate and future.

For internal purposes, maintaining employee records is necessary for the formulation of employment policies, the procedure for recruitment, training, promotion, etc. For example, the statistics of employee records help develop employment policies free from any bias on grounds of gender, religion, age, disability, etc., to ensure fair treatment of all employees. Profiles can be used in encouraging proportionately more tourists with greater affinity for non-traditional attractions.

Therefore, it needs to conduct a profiling of the tourism sites in 3<sup>rd</sup> District of Bohol as the results would be used to document outcomes related to improving the services of tourism sites in the District and the benefits of its employees. Plus, profiling of employees enable the management to determine the common problems experienced/encountered by the establishment and lastly, it identifies what recommendation could be offered based on the results of the study

### **Literature Background**

This research is premised on the pertinent provisions of Republic Act No. 9593 An Act declaring a National Policy for Tourism as an engine of investment, employment, growth and national development and strengthening the department of tourism and its attached agencies to effectively and efficiently implement that policy and appropriating fund therefore. The State declares tourism as an

indispensable element of the national economy and an industry of national interest and importance, which must be harnessed as an engine of socioeconomic growth and cultural affirmation to generate investment, foreign exchange and employment, and to continue to mold an enhanced sense of national pride for all Filipinos.

Meanwhile, according to The Local Government Code of 1991 (LGC, 1991) states, "the national government shall ensure that decentralization contributes to the continuing performance of local government units and quality of the community life. The provisions in the RA 9593 also adhere to the objective of decentralization and autonomy of the LGUs. Also, it recognizes the need for building capacities and supporting the development of LGUs. It states, "The DOT shall develop support and training programs to enhance the capability of LGUs to monitor and administer tourism activities, and enforce tourism laws, rules and regulations in their respective jurisdictions.

In addition, the Labor Code of the Philippines is a legal code that determines all employment practices and labor relations in the Philippines. This is to help protect employees and employers- while ensuring that neither is subject to unfair treatment or exploitation. No employee in the Philippines must work for over 8 hours a day.

One of the theories that is used to support this study is the Taylor's basic theory of motivation which the workers are motivated by money. Taylor believed that all workers were motivated by money, so he promoted the idea of "a fair day's

pay for a fair day's work." In other words, if a worker didn't achieve enough in a day, he didn't deserve to be paid as much as another worker who was highly productive. He viewed employees not as individuals, but as pieces of a larger workforce; in doing so his theory stresses that giving employee's individual tasks, supplying them with the best tools and paying them based on their productivity was the best way to motivate them.

Likewise, advancement of human resources through rewards, monetary incentives, and organizational behavior modification has generated a large volume of debate in the human resource and sales performance field. According to Orpen (2011), better the relationship between mentors and mentees in the formal mentoring program, the more mentees are motivated to work hard and committed to their organization.

In addition, the role theory of Herbert Mead supports this study the Role It is a concept in sociology and in social psychology that considers most of everyday activity to be the acting-out of socially defined categories (e.g., mother, manager, teacher). Each role is a set of rights, duties, expectations, norms, and behaviors that a person has to face and fulfill.

The model is based on the observation that people behave in a predictable way, and that an individual's behavior is context specific, based on social position and other factors. The theatre is a metaphor often used to describe role theory.

Likewise, Richard Butler's Model (Butler, 2006) developed product life cycle theory to tourism destinations called Tourism Area Life Cycle (TALC). The model

predicted as tourism increased did associate impacts by using the number of tourist arrivals as the variable that drove the life cycle over time and characterized a stage of tourism development. The beginning stage of destination, exploration, was carried a small number of tourists due to lack of facilities and inconvenience. This stage targeted tourists who sought pure nature and valued cultural differences. Next stage, involvement, began to provide primary facilities and involved informal contact between locals and visitors. The destination attracted more tourists from the particular groups. The development stage, destinations became more touristic areas and advertised. Natural and cultural resources were well-developed and positioned to markets. Local involvement seemed to decline and more regional and national involvement to plan and to develop the areas to carry more tourists from various markets. The consolidation stage was seen from the rate of increase in the number of visitors declined, although total number still increased. The destination covered with marketing, advertising, franchises and chains in tourism industry.

Next stage moved to the stagnation stage with the peak number of tourists was reached including exceeded capacity levels. Destinations relied on repeat visitors and conventional tourists. After this stage, Butler identified the range of five possible scenarios that fitted between a complete rejuvenation and a total decline. In the decline stage, the area was unable to compete with other newer attractions. A trend to visit started to decline and it was no longer appeal to visitors but still had some visits for weekend while the rejuvenation stage was likely to start over the tourist area and re-imaged of destinations.

On the other hand, Behavioral Management Theory increasingly complex industries and organizations gave rise to more human interests in the workplace. Management theories began to include more people-oriented methods. Human behavior and satisfying the interpersonal needs of employees became more central to management. A manager practicing Behavioral Management Theory might motivate teamwork through fostering a collaborative atmosphere. (Khan, 2013).

Moreover, it is supported by the behavioral management theory which often called the human relations movement that addresses the human dimension of work. Behavioral theorists believed that a better understanding of human behavior at work, such as motivation, conflict, expectations, and group dynamics, improved productivity. Therefore, leaders motivate people to follow a participative design of work in which they are responsible and get it together, which make them responsible for their performance. Monetary rewards can be a very powerful determinant of employee motivation and achievement. Garg and Rastogi identified the key issues of job design research and practice to motivate employees' performance and concluded that a dynamic managerial learning framework is required to enhance employees' performance to meet global challenges.

Also, training and development can serve as additional levels for enhancing engagement and commitment. For new hires, training usually begins with orientation. Orientation presents several important opportunities—including explaining pay, work schedules and company policies. Most important, it gives you

a chance to encourage employee engagement by explaining how the new hire's job contributes to the organization's mission.

Through orientation, you describe how your company is organized, introduce the new employee to his or her co-workers, give the person a tour of the area where he or she will be working and explain safety regulations and other procedural matters. In short, you foster person-organization fit—vital for developing productive and dedicated employees. Therefore, through training, you help new and current employees acquire the knowledge and skills they need to perform their jobs. And employees who enhance their skills through training are more likely to engage fully in their work, because they derive satisfaction from mastering new tasks. Training also enhances employees' value to your company as well as their own employability in the job market. In addition, most companies offer higher wages for skilled workers, to compensate them for their greater value and to discourage turnover.

A common belief is that an employee's compensation satisfaction would be a function of the amount received—i.e., the higher the compensation rate, the greater the satisfaction. However, the situation is not that simple. In fact, the reality is that the amount of pay matters less than its perceived fairness or equity. Employees each have their own perception of internal equity as it affects them among their peers, managers and subordinates. If an employee believes they are underpaid, they will typically react by reducing their effort or performance. This

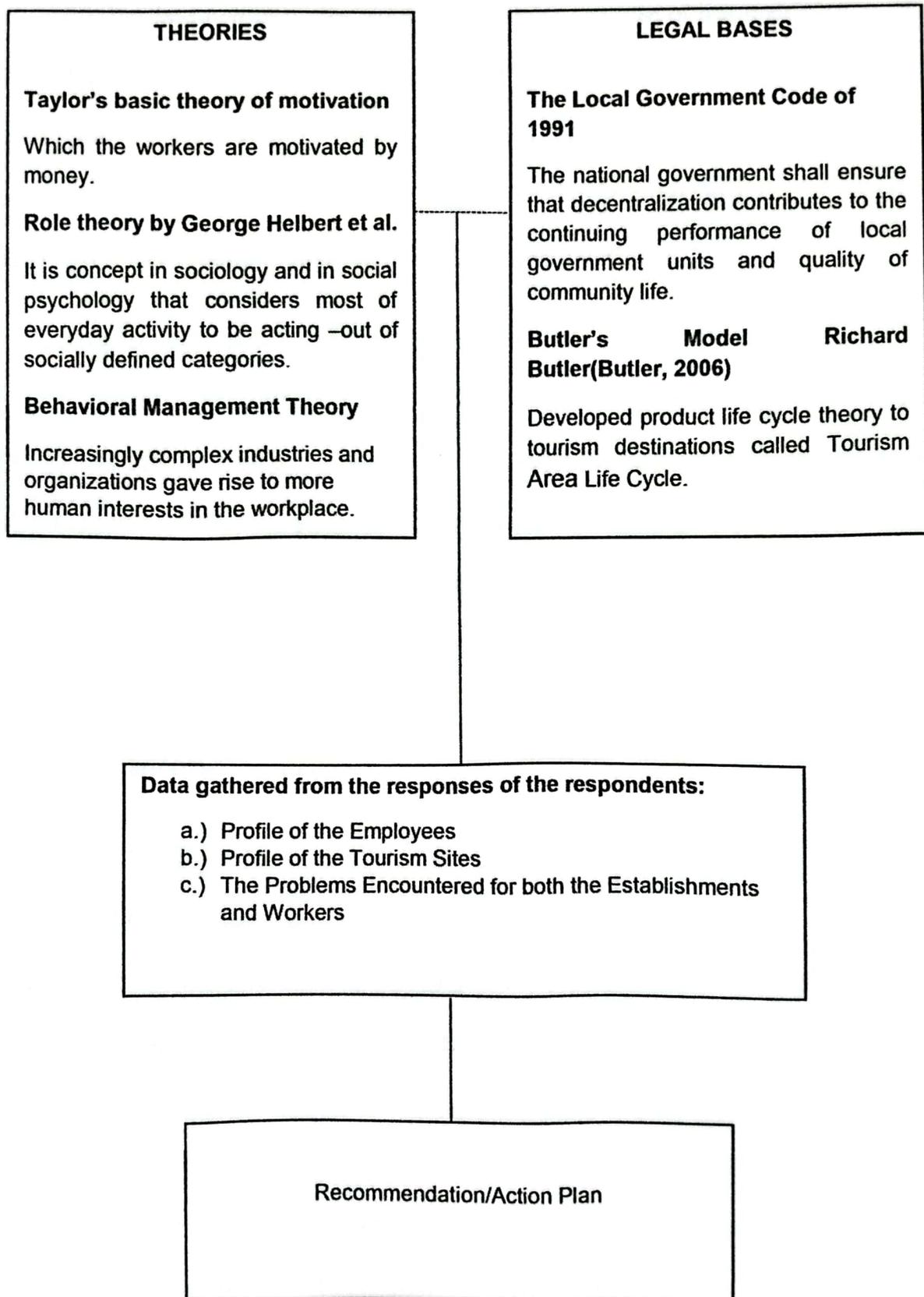
may result in, for example, increased absenteeism and sick leave, tardiness, unmet deadlines, excessive work breaks, lack of focus or even a resignation.

On the other hand, increasing salary and incentive budget is not always an option, so leaders need to make sure they allocate rewards in ways that clearly differentiate based on performance. Even those companies that can increase these budgets should focus on this type of differentiation. Successful companies often must make tough decisions to provide salary increases only to employees in critical jobs, the highest performers, or any other important employee group, such as those with scarce skills.

In addition, you may find it helpful to reserve a portion of the salary and incentive budget, sometimes called a “market adjustment budget,” and allocate that amongst a defined group of critical employees. This ensures that the company’s investment is targeted toward those employees who truly create value.

So ultimately, triggering a sense of loss aversion seems to connect wage increases with productivity. The second reason centers on reciprocity. Research from Harvard Business Review shows that when a company gives an unexpected pay raise, workers tend to work harder than is required. This is true even if these workers aren’t afraid of getting fired. In fact, according to the research, gifts are roughly as efficient as hiring more workers. Essentially, reciprocity can be an extremely powerful force, triggering employees to expend more effort in order to “pay back” the original favor.

Therefore, these two forces working together seem to indicate that rising wages will lead to increased productivity. That said, it isn't the only force. According to Aon's Trends in Global Employee Engagement Survey, pay wasn't the most important force in driving employee productivity. Instead, factors like career opportunities and brand reputation were seen as more significant drivers of engagement. While increased wages can certainly play a role, it may not be the most effective way to increase productivity within your organization.



**Figure 1. Theoretical Framework of the Study**

For the last few decades, tourism has become one of the major forces for economic growth in many developing and developed countries. Tourism contributes to economic growth through various channels including foreign currency earnings, attracting international investment, increasing tax revenues and creating additional employment opportunities (Alam, 2016).

The tourism sector has been presented as one of the most important sectors of diverse economies due to its capacity to contribute to economic growth and job creation. Being an industry of people, it directly depends on the performance of activities, skills, professionalism, quality and competitiveness, so it is essential to answer with precise planning politics which should be the most approximated ones to the real needs of the sector. Therefore, Skills are understood as key issues in the labor market and conceptualized as individual attributes needed to perform competent work.

According to the economic crisis, the need for new skills and the demographic changes have contributed to the recognition that the learning strategies of adults and lifelong learning must play a key role in the policies of competitiveness and employability, social inclusion and active citizenship. Skills will determine competitiveness and will play a crucial and essential role in social cohesion through economic growth and job creation, thus intensifying the need for continuous improvement of skills to meet the growing needs of the labor market in knowledge-based economies (European Commission, 2017; World Economic Forum, 2018).

In addition, problems and issues within the workplace is a growing concern not only in India, but in the other countries of the world as well. There are numerous kinds of jobs that individuals from various backgrounds are engaged in. All kinds of jobs require individuals to possess certain qualifications, traits, abilities and skills. Individuals do experience problems and issues at the workplace, these problems and issues would be concerning various factors such as, working environmental conditions, problems with time management, resolution of conflicts and disputes, lack of knowledge and information, stress in the workplace, diversity in the workplace, communication at the workplace, and sexual harassment of women at the workplace.

The main problems which employees increasingly experience within the working environment are the conditions of overwork, job insecurity, job dissatisfaction and lack of autonomy. The problems and the stress that individuals experience within the working environment have shown to have a detrimental effect upon the health and the wellbeing of the employees.

In most of the companies and organizations, the working hours are long, individuals do feel that most of the time they are spending at the workplace, and it is difficult for them to take out time for other tasks. There are measures that individuals and organizations can put into operation to alleviate the negative impact of the problems and issues and to curb them from assuming the foremost position. It is vital to communicate to the employers about the problems and issues in order to devise measures to curb them.

One of the most important functions of management is to create willingness amongst the employees to perform in the best of their abilities. Therefore the role of a leader is to arouse interest in performance of employees in their jobs. In a complex and dynamic environment, leader of the organization used to create the environment in which employee feel trusted and are empowered to take decisions in the organization which leads to enhance motivation level of employee and ultimately organizational performance are enhanced. Fredrick W Taylor was one of the first theorists to attempt to understand employee motivation. His theory of scientific management, also referred to as Taylorism, analyses the productivity of the workforce.

## **THE PROBLEM**

### **Statement of the Problem**

The main thrust of the study was to determine the profile of the tourism sites and employees of selected municipalities in the 3rd District of Bohol for the period of October 2021 to February 2022.

Specifically, it sought to answer the following questions:

1. What is the profile of the employees working in the establishments in terms of:
  - 1.1 age;
  - 1.2 gender;

- 1.3 civil status;
  - 1.4 educational attainment;
  - 1.5 tenure of employment;
  - 1.6 status of employment ;
  - 1.7 monthly salary;
  - 1.8 number of days working per week; and
  - 1.9 years in service;
  - 1.10 eligibilities and training?
2. What is the status of the problems encountered by employees in terms of:
- 2.1 workload;
  - 2.2. relationship;
  - 2.3. recognition;
  - 2.4. organizational climate;
  - 2.5. managerial role;
  - 2.6. home-work balance; and
  - 2.7. daily hassles?
3. What recommendations can be offered based on the result of the study
4. Is there a significant degree of relationship between the demographic profile of the employees and the problems met?

### **Null Hypothesis**

There is no significant degree of relationship between the demographic profile of the employees and the problems met.

## **Significance of the Study**

This study would be beneficial to the following, if the findings of the study would be utilized:

**Management.** The study would provide the management a tool determining the status of its tourism sites and its employees. It would also be a basis in improving their services to achieve the goals of the management.

**Employees.** This study would help employees improve their work performance.

**Customers.** This study would help customers identify the best tourist site that suite their interest. It would also give customers an idea of what would they expect in a certain tourism site in interior part of Bohol.

**Students.** To give them insight about status of the problems encountered by employees. It would also help students reflect what skills they would need in their career in the tourism industry.

**Teachers.** This would serve as their guide and give them more knowledge about status of the problems encountered by employees.

**Future Researchers.** This study would serve as a guide and reference for the future researchers who want to further knowledge about status of the problem encountered by employees.

## RESEARCH METHODOLOGY

### Design

The researchers had employed the descriptive survey method in acquiring information or data from respondents. Furthermore, a modified survey questionnaire was an instrument used in collecting the profile of the tourism sites, the employees' employment profile and problems met.

### Environment and Participants

The locale of the study is situated in the municipalities of Loboc, Bilar, Batuan, and Carmen, located in the northeast of the province, specifically of the 3<sup>rd</sup> Congressional District of Bohol.

The selected tourism areas under study composed of: the Loboc Eco Tourism Adventure Park located in Gotozon, Loboc, Bohol, The Fox and Fireflies Cottage in Valladolid, Loboc, Bohol, Loboc River Resort in Camayaan, Loboc, Bohol, Bohol Enchanted Park located in Roxas, Bilar, Bohol, Shiphaus located in Poblacion, Batuan, Bohol, Makapiko Nature Resort and Restaurant in Rizal, Batuan, CHAP located in Buenos Aires, Carmen, Bohol, Graham's ATV Rides and Bugcar Rental in Buenos, Aires, Carmen, Bohol, Sotera's ATV Rides in Buenos Aire, Carmen, Bohol and Chocolate Hills in Buenos Aires, Carmen Bohol.



| Municipalities | Name of the Establishment        | Number of Respondents |
|----------------|----------------------------------|-----------------------|
| Loboc          | Loboc Eco Tourism Adventure Park | 5                     |
|                | The Fox and Fireflies Cottage    | 5                     |
|                | Loboc River Resort               | 5                     |
| Bilar          | Bohol Enchanted Park             | 5                     |
| Batuan         | Shiphous                         | 5                     |
|                | Makapiko Nature Resort           | 5                     |
| Carmen         |                                  |                       |
|                | CHAP                             | 5                     |
|                | Grahams ATV Rides                | 5                     |
|                | Sotera's ATV Rides               | 5                     |
|                | Chocolate Hills                  | 5                     |
| TOTAL          |                                  | 50                    |

All tourism sites mentioned were classified as the establishments where the respondents used the presently employed. The participants were selected through quota sampling for at least 5 respondents per site for the total of 50 respondents.

### **Instrument**

The researchers used a modified survey questionnaire as the major instrument in gathering the data. The questionnaire was divided into two part. Initially, the first section dealt with the profile of the employees as to their age, gender, civil status, educational attainment, tenure of employment, monthly salary,

and number of days working per week, years in service and eligibilities and trainings attended. Secondly, the remaining parts implied the problems encountered by the workers which include workloads, relationship, recognition, organizational climate, managerial role, home-work balance and daily hassles.

### **Data Gathering Procedure**

The researchers asked permission from the Campus Director of BISU Bilar Campus to allow the researchers to the conduct the study. With the approval of the request letter, the researchers wrote another letter addressed to the different tourism sites to seek permission on the conduct of study.

The researchers visited the different municipalities of the Interior part of Bohol where the tourism establishments with accommodation are located to conduct the study to 50 participants. The researchers strictly observed the health and safety protocols like wearing face mask and face shield and following the proper physical distancing in conducting the study.

With the assistance of the owners of the selected tourism establishments and through the approved request from the Campus Director and Dean of the CTAS in BISU Bilar, the data were obtained.

## Statistical Treatment

The researchers collected, tabulated and analyzed the data from the distributed and retrieved questionnaires from the participants. Hence, simple percentage was utilized following the formula:

$$P(\%) = \frac{f}{n} \times 100$$

Where:

P(%)= Relative Frequency (%)

f= Frequency of responses

n= Number of Respondents

For the instruments to determine the status of the problems encountered by employees of tourism sites in the interior part of Bohol, each indicator corresponding to each statement is assigned the following weights. To tabulate the problems encountered by the employees and establishments, weighted mean uses used.

| Weights | Description                   | Range       |
|---------|-------------------------------|-------------|
| 6       | Very definitely a problem     | 5.17 - 6.00 |
| 5       | Definitely a problem          | 4.34 - 5.16 |
| 4       | Generally a problem           | 3.51 - 4.33 |
| 3       | Generally not a problem       | 2.68 - 3.50 |
| 2       | Definitely not a problem      | 1.84 - 2.67 |
| 1       | Very definitely not a problem | 1.00 - 1.83 |

## OPERATIONAL DEFINITION OF TERMS

To ensure better comprehension on some terms of this study, the following words are operationally defined.

**Employees.** Is someone who gets paid to work for a person or company. Workers don't need to work full time to be considered employees—they simply need to be paid to work by an employer (the person or business that pays them).

**Employment Status.** This is the status of a worker in a company on the basis of the contract of work or duration of work done. Regular employee means an employee who is regularly scheduled to work and includes both full-time and part-time employees. Casual employee a worker on a temporary employment contract with generally limited entitlements to benefits and little or no security of employment. On-call Employees who work on-call are expected to be available at any time during their shift, usually with short notice, to carry out their working duties.

**Profile.** The description of the exact tasks involved in an tourism site and employees and of the skills, experience, and personality a person would need in order to do the job:

**Tourism Sites.** Is a place of interest where tourists visit, typically for its inherent or an exhibited natural or cultural value, historical significance, natural or built beauty, offering leisure and amusement.

## Chapter 2

### PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

This chapter displays the presentation, analysis, and interpretation of data gathered and collected from the distributed self-made questionnaire. The study is deemed to answer the status of the problem encountered by employees of tourism sites in the interior part of Bohol. Identified participants were the 50 workers situated in the different tourism sites located at Loboc, Bilar, Batuan, and Carmen, Bohol.

Table 1 reveals the demographic profile of the tourism employees; In terms of age, gender, civil status, educational attainment, status of employment, monthly salary, number of days working per week, years of service, and eligibilities and training.

Data revealed that the age ranged from 31-40 years old got the highest percentage of 60.00%, followed by 21-30 years old with 34.00%, then age ranged below 20 years old got 4.00%, and age 40 and years old and above obtained 2.00%. According to psychologist, adulthood man is physically strong and have a well-developed body where individual at this stage are agile and well-motivated to work. An adult is eager to work any type of job and wanted to earn their living either for leisure or for sustenance. With regards to gender, female got the highest percentage of 54.00% while male got 46.00%. Furthermore, with regards to their civil status, the participants were mostly married with the percentage of 54.00%, over a single status with 46.00%. Meanwhile educational attainment was also determined during the data gathering; It showed that 46.00% of the participants

were college graduates followed by college level with the rating of 44.00%. High school graduate obtained only 10.00% of the total population.

In terms of status of employment, regular showed the highest rank with 52.00%, followed by casual with the rating of 44.00%, and lastly on-call having rated with 4.00% which considered the lowest rank. In terms of monthly salary, 7,000-10,000 got the highest percentage of 70.00%, followed by 3,000-6,000 with 16.00%, and 3,000 and below got 8.00%, and 11,000-14,000 obtain 4.00%, while 15,000-18,000 got the lowest percentage of 2.00%.

Meanwhile in terms of number of days working per week, the 5 days got the highest rank with 30.00%, followed by 6 days with 24.00%, next was 4 days with 16.00%, the 3 days and 7 days had the same percentage of 12.00%, and lastly the 2 days got the lowest percentage of 6.00%. For the year in service, the 1-3 years got the highest percentage with 42.00%, followed by 4-6 years with 22.00%, and for the 1 year below got 16.00%, 10-12 years got 12.00%, 7-9 years obtained only 8.00% of the total population. With regards to the eligibilities and training the data showed that most of the participants acquired the TESDA with 50.00%, followed by no particular training with 48.00%, and while the private vocational training center had the rating of 2.00%. It implies the most of tourism establishments in the 3<sup>rd</sup> District of Bohol had operated not more than a decade, had a small number of employees of tourism site during the new normal.

Table 1  
Profile of the Participants  
(n=50)

| CATEGORY                           | FREQUENCY(f) | PERCENTAGE (%) |
|------------------------------------|--------------|----------------|
| <b>AGE</b>                         |              |                |
| 20 and below                       | 2            | 4.00           |
| 21 – 30                            | 17           | 34.00          |
| 31 – 40                            | 30           | 60.00          |
| 40 above                           | 1            | 2.00           |
| <b>GENDER</b>                      |              |                |
| Male                               | 23           | 46.00          |
| Female                             | 27           | 54.00          |
| <b>CIVIL STATUS</b>                |              |                |
| Single                             | 23           | 46.00          |
| Married                            | 27           | 54.00          |
| <b>EDUCATIONAL STATUS</b>          |              |                |
| Elementary level                   | 0            | 0.00           |
| Elementary graduate                | 0            | 0.00           |
| High school level                  | 0            | 0.00           |
| High school graduate               | 5            | 10.00          |
| College level                      | 22           | 44.00          |
| Collage graduate                   | 23           | 46.00          |
| Graduate study                     | 0            | 0.00           |
| Post graduate degree               | 0            | 0.00           |
| <b>TENURE OF EMPLOYMENT</b>        |              |                |
| Regular                            | 26           | 52.00          |
| Casual                             | 22           | 44.00          |
| On – call                          | 2            | 4.00           |
| <b>MONTHLY SALARY</b>              |              |                |
| 3,000 below                        | 4            | 8.00           |
| 3,000 – 5,000                      | 8            | 16.00          |
| 5,001 – 7,000                      | 35           | 70.00          |
| 7,001 – 9,000                      | 2            | 4.00           |
| 9,001 – 11,000                     | 1            | 2.00           |
| 11,001 – 13,000                    | 0            | 0.00           |
| 13,000 above                       | 0            | 0.00           |
| <b>NO.OF DAYS WORKING PER WEEK</b> |              |                |
| 1 day                              | 0            | 0.00           |
| 2 days                             | 3            | 6.00           |
| 3 days                             | 6            | 12.00          |
| 4 days                             | 8            | 16.00          |
| 5 days                             | 15           | 30.00          |
| 6 days                             | 12           | 24.00          |
| 7 days                             | 6            | 12.00          |

| <b>YEARS IN SERVICE</b>            |    |       |
|------------------------------------|----|-------|
| 1 year below                       | 8  | 16.00 |
| 1 – 3 years                        | 21 | 42.00 |
| 4 – 6 years                        | 11 | 22.00 |
| 7 – 9 years                        | 4  | 8.00  |
| 10 – 12 years                      | 6  | 12.00 |
| 12 years above                     | 0  | 0.00  |
| <b>ELIGIBILITIES AND TRAINING</b>  |    |       |
| TESDA                              | 25 | 50.00 |
| Private vocational training center | 1  | 2.00  |
| No particular training             | 24 | 48.00 |
| Others (please specify)            | 0  | 0.00  |

Table 2 presents the level of sources of the problems in terms of workload, relationship, recognition, organizational climate, managerial role, home-work balance, daily hassles of profiling in tourism sites and tourism employees in selected towns in interior part of Bohol.

Table 2  
Status of the Problem Encountered  
(n=50)

|  | <b>Weighted Mean</b> | <b>Descriptive Interpretation</b> | <b>Rank</b> |
|--|----------------------|-----------------------------------|-------------|
| <b>Workload</b>  |                      |                                   |             |
| 1. Taking my home work   | 1.96                 | DNP                               | 6           |
| 2. Not being able to 'switch off' at work                              | 2.22                 | DNP                               | 3           |
| 3. Having to work very long hours                                      | 2.46                 | DNP                               | 1           |
| 4. Conflicting job tasks and demands in the role I play                | 2.2                  | DNP                               | 4           |
| 5. Demands that my work makes on relationship with my partner/children | 2.1                  | DNP                               | 5           |
| 6. Demands that my work makes on my private/social life                | 2.24                 | DNP                               | 2           |
| <b>Average Weighted Mean</b>   | 2.197                |                                   |             |

| <b>Relationship</b>   |              |     |     |
|---|--------------|-----|-----|
| 1. Inadequate guidance and backup from                            | 2            | DNP | 3.5 |
| 2. Lack of consultation and communication                         | 2            | DNP | 3.5 |
| 3. Inadequate or poor quality of training /management development | 2            | DNP | 3.5 |
| 4. Discrimination and favoritism                                  | 1.94         | DNP | 6.5 |
| 5. Feeling isolated   | 1.88         | DNP | 8   |
| 6. Lack of encouragement from superiors                           | 2            | DNP | 3.5 |
| 7. Being undervalued  | 1.94         | DNP | 6.5 |
| 8. Inadequate feedback about my on performance                    | 2.12         | DNP | 1   |
| <b>Average Weighted Mean</b>                                      | <b>1.985</b> |     |     |

| <b>Recognition</b>  |              |     |   |
|---|--------------|-----|---|
| 1. Under promotion-working at a level below my level of ability | 2.22         | DNP | 3 |
| 2. Unclear promotion prospects                                  | 2.12         | DNP | 4 |
| 3. An absence of any potential career advancement               | 2.32         | DNP | 2 |
| 4. Opportunities for personal development                       | 2.36         | DNP | 1 |
| <b>Average Weighted Mean</b>                                    | <b>2.255</b> |     |   |
| <b>Organizational Climate</b>                                   |              |     |   |
| 1. Changes in the way you are asked to do your job              | 2.2          | DNP | 1 |
| 2. Factors not under your direct control                        | 2.18         | DNP | 2 |
| 3. Morale and organizational climate                            | 2.12         | DNP | 3 |
| 4. Characteristics of the organization's structure and design.  | 2.14         | DNP | 4 |
| <b>Average Weighted Mean</b>                                    | <b>2.160</b> |     |   |

| <b>Managerial Role</b>                                       |       |     |     |
|--|-------|-----|-----|
| 1. Managing and supervising the work of other people         | 2.72  | GNP | 2   |
| 2. Simply being seen as a 'boss'                             | 2.74  | GNP | 1   |
| 3. Having to adopt a negative role (such as sacking someone) | 2.64  | DNP | 3   |
| <b>Average Weighted Mean</b>                                 | 2.700 |     |     |
| <b>Home-work Balance</b>                                     |       |     |     |
| 1. My partner's attitude towards my job and career           | 2.14  | DNP | 5   |
| 2. Absence of emotional support from others outside work     | 2.2   | DNP | 2   |
| 3. Lack of potential support from others outside work        | 2.1   | DNP | 6   |
| 4. Home life with a partner who is also pursuing a career    | 2.18  | DNP | 3.5 |
| 5. Absence of stability or dependability in home life        | 2.32  | DNP | 1   |
| 6. Pursuing a career at the expense of home life             | 2.18  | DNP | 3.5 |
| <b>Average Weighted Mean</b>                                 | 2.187 |     |     |

| <b>Daily Hassles</b>   |       |     |   |
|--|-------|-----|---|
| 1. Keeping up with new techniques, ideas, technology, or innovations | 2.18  | DNP | 2 |
| 2. Attending meetings  | 2.22  | DNP | 1 |
| 3. Lack of social support by people at work                          | 2.04  | DNP | 3 |
| 4. Simply being 'visible' or 'available'                             | 2     | DNP | 4 |
| <b>Average Weighted Mean</b>   | 2.110 |     |   |

**Overall Weighted Mean: 2.23**

**Range:****Descriptive Interpretation**

|   |                                     |
|---|-------------------------------------|
| 6 | VDP= Very definitely a problem      |
| 5 | DP= Definitely a problem            |
| 4 | GP= Generally a problem             |
| 3 | GNP= Generally not a problem        |
| 2 | DNP= Definitely not a problem       |
| 1 | VDNP= Very definitely not a problem |

## **Chapter 3**

### **SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS**

This chapter deals with the summary of the study, discussions of the findings, and conclusions drawn and recommendations made as an outgrowth of this study based on the gathered data, which were analyzed and interpreted in the preceding chapter.

#### **Summary of Findings**

The study was conducted in the tourism sites located in the interior part of Bohol specifically in the municipalities where the tourism establishments with accommodation are located. The main purpose of the study was to determine the profile of tourism employees in terms of age, gender, civil status, and educational attainment, tenure of employment, monthly salary, and number of days working per week, years in service, eligibilities and training. Status of the problems encountered in terms of workload, relationship, recognition, organizational climate, managerial role, and home – work balance and daily hassles. There were 50 participants of this study from the selected towns in District 3. The study was conducted in November 2021.

The subjects of the study composed of 50 respondents who are the employees of the tourism establishments from the municipalities of Loboc, Bilar, Batuan and Carmen in the interior part of Bohol. The descriptive survey method was employed with an aid of the questionnaire.

After the data were analyzed and interpreted the researchers came up with the following findings:

### **Demographic Profile of Employee**

This study revealed that the 50 respondents who are employees of the tourism establishments in the 3<sup>rd</sup> District of Bohol mostly belonged to 31 to 40 years old range. Majority of the respondents were female and married. In the educational attainment, most of them were college graduate, where most of them are regular, with the monthly salary of ₱7,000-10,000, where the numbers of days working per week is 5 days, and the years in service is 1 to 3 years and most of them did not undergo eligibilities and training.

### **Status of the Problems Encountered by Employees**

In terms of level of problems encountered by employees in the interior part of Bohol, some of the problems encountered by the respondents is workload especially in having to work in a very long hours. Moreover in relationship, employees encountered discrimination and favoritism, in recognition in the opportunities for personal development most establishments practice nepotism, in organizational climate employees encountered factors not under direct control, while some of the respondents have a problem in the managerial role by managing simply being seen as a "boss", and home-work balance employees encountered absence of stability or dependability in home life and also in daily hassles employees encountered attending meetings.

## **Conclusions**

Based on the findings of the study, the researchers conclude the following:

The respondents faced problems and stress and its effects on their behavior and performance on their job. Lots of them experienced stress and pressures because of many factors like workload, family and relationship problems, daily hassles, salaries and desire of recognition that's why the performance and productivity of the organization are being affected.

## **Recommendations**

Based on the findings, the researchers recommend the following:

1. The owners must build a strong partnership among their employees.
2. Strengthen the business and entrepreneurial side of the hospitality industry.
3. Establishment open communication lines between customers and administrators especially in disseminating information and communication.
4. The establishments should send their employee/s to seminars or trainings not just for the self-improvement but also for the improvement of the establishment.
5. Management should pay more attention to employees who have had difficulties in their workplace.
6. Employees working in their firm should not be under any stress and should enjoy their employment.
7. The future researchers who want to replicate the findings need know what other factors of troubles the employees encountered.

## REFERENCES

- Alam, M. K., Ahmed S., Anjum S., Akram M., Shah S. M. A., Wariss H. M., Hasan M.M., Usmanghani K., 2016.
- Becker, H. S. (2018). *Outsiders: studies in the sociology of deviance* (New ed.). New York, NY: Free Press. pp. 169–172. ISBN 978-1-9821-0622-5. OCLC 1033904462. [https://en.wikipedia.org/wiki/Role\\_theory](https://en.wikipedia.org/wiki/Role_theory)
- Bickford, M. (2005). *Stress in the Workplace: A General Overview of the Causes, the Effects, and the Solutions*.  
<https://expertprogrammanagement.com/2018/05/taylors-scientific-management/#:~:text=Taylor's%20Motivation%20Theory%20is%20premise,ed,were%20getting%20their%20money's%20worth.>
- <https://www.cliffsnotes.com/study-guides/principles-of-management/the-evolution-of-management-thought/behavioral-management-theory#:~:text=The%20behavioral%20management%20theory%20is,and%20group%20dynamics%2C%20improved%20productivity.>
- <https://www.hrzone.com/hr-glossary/what-is-management-training>
- <https://www.jobmonkey.com/employer-insights/reasons-employees-deserve-raise/>
- [https://www.researchgate.net/publication/287456244\\_The\\_Tourism\\_Area\\_Life\\_Cycle](https://www.researchgate.net/publication/287456244_The_Tourism_Area_Life_Cycle)
- <https://www.shrm.org/resourcesandtools/hr-topics/compensation/pages/revised-2022-salary-increase-budgets.aspx>
- Hunter A. (2015), in *International Encyclopedia of the Social & Behavioral Sciences* (Second Edition), 2015
- Ilgan et al. "Problems Encountered by Employees of Selected Hospitality Industries in Pallocaan.
- M.S. in Hospitality Industry Studies, Preston Robert Tisch Centers for Hospitality, Tourism and Sports Management, available online: <http://www.scps.nyu.edu/academics/departments/tisch/academic-offerings/graduate/ms-hospitality-industry-studies.html>.
- Taylor's Motivation Theory – Scientific Management  
<https://expertprogrammanagement.com/2018/05/taylors-scientific-management>
- Wijethunga, W.B. Warnakulasooriya Published 23 December 2014

**APPENDIX A**

## Instrument

**STATUS OF THE PROBLEMS ENCOUNTERED BY EMPLOYEES  
OF TOURISM SITES IN THE INTERIOR PART OF BOHOL**

**Direction:** Please answer sincerely and put mark (/) on the box provided.

**I. Respondents' Profile****Age:**

- below 20 years old
- 21-30 years old
- 31-40 years old

**Gender:**  Male  Female

**Civil Status:**  Single  Married

**Educational Attainment:**

- Elementary Level
- Elementary Graduate
- High School Level
- High School Graduate
- College Level
- College Graduate
- Graduate Study
- Post Graduate Degree

**Tenure of Employment:**

- Regular (Working until she/he quits from work)
- Casual (Working for a period of time using a contract)
- On- call (Working based on the need of the company)

**Monthly Salary:**

- 3,000 below
- 3,000- 6,000
- 6,001-9,000
- 12,001- 15,000
- 15,001- 18,000
- 18,000- 21,000
- 21,001 above

**Number of Days Working Per Week:**

- 1
- 2
- 3
- 4
- 5
- 6
- 7

**Years in Service:**

- 1 year below
- 1-3 years
- 4-6 years
- 7-9 years
- 10-12 years
- 13 years above

**Eligibilities and Training:**

- TESDA (Technical Education Skills & Development Authority)
- Private vocational training center
- No particular training
- Others (please specify) \_\_\_\_\_

## II. Status of the Problem Encountered:

1= Very definitely not a problem    2=Definitely not a problem  
 3=Generally not a problem            4=Generally a problem  
 5=Definitely a problem                6=Very definitely a problem

|   | 1 | 2 | 3 | 4 | 5 | 6 |
|---|---|---|---|---|---|---|
| <b>Workload</b>   |   |   |   |   |   |   |
| 1. Taking my paper work at home                                   |   |   |   |   |   |   |
| 2. Not being able to 'switch off' at work                         |   |   |   |   |   |   |
| 3. Having to work very long hours/overtime                        |   |   |   |   |   |   |
| 4. Conflicting job tasks and demands in the role I play           |   |   |   |   |   |   |
| 5. Demands that my work makes on relationship with my client      |   |   |   |   |   |   |
| 6. Demands that my work makes on my private/social life           |   |   |   |   |   |   |
| <b>Relationship</b>   |   |   |   |   |   |   |
| 1. Inadequate guidance and backup from                            |   |   |   |   |   |   |
| 2. Lack of consultation and communication                         |   |   |   |   |   |   |
| 3. Inadequate or poor quality of training /management development |   |   |   |   |   |   |
| 4. Discrimination and favoritism                                  |   |   |   |   |   |   |
| 5. Feeling isolated   |   |   |   |   |   |   |
| 6. Lack of encouragement from supervisor                          |   |   |   |   |   |   |
| 7. Being undervalued  |   |   |   |   |   |   |
| 8. Inadequate feedback about my on performance                    |   |   |   |   |   |   |

|   |  |  |  |  |  |  |
|---|--|--|--|--|--|--|
| <b>Recognition</b>  |  |  |  |  |  |  |
| 1. Under promotion-working at a level below my level of ability |  |  |  |  |  |  |
| 2. Unclear promotion prospects                                  |  |  |  |  |  |  |
| 3. An absence of any potential career advancement               |  |  |  |  |  |  |
| 4. Opportunities for personal development                       |  |  |  |  |  |  |
| <b>Organizational Climate</b>                                   |  |  |  |  |  |  |
| 1. Changes in the way you are asked to do your job              |  |  |  |  |  |  |
| 2. Factors not under your direct control                        |  |  |  |  |  |  |
| 3. Morale and organizational climate                            |  |  |  |  |  |  |
| 4. Characteristics of the organization's structure and design.  |  |  |  |  |  |  |
| <b>Managerial Role</b>  |  |  |  |  |  |  |
| 1. Managing and supervising the work of other people            |  |  |  |  |  |  |
| 2. Simply being seen as a 'boss'                                |  |  |  |  |  |  |
| 3. Having to adopt a negative role (such as sacking someone)    |  |  |  |  |  |  |
| <b>Home-work Balance</b>  |  |  |  |  |  |  |
| 1. My partner's attitude towards my job and career              |  |  |  |  |  |  |
| 2. Absence of emotional support from others outside work        |  |  |  |  |  |  |
| 3. Lack of potential support from others outside work           |  |  |  |  |  |  |
| 4. Home life with a partner who is also pursuing a career       |  |  |  |  |  |  |
| 5. Absence of stability or dependability in home life           |  |  |  |  |  |  |
| 6. Pursuing a career at the expense of home life                |  |  |  |  |  |  |

| Daily Hassles  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| 1. Keeping up with new techniques, ideas, technology, or innovations |  |  |  |  |  |  |
| 2. Attending meetings  |  |  |  |  |  |  |
| 3. Lack of social support by people at work                          |  |  |  |  |  |  |
| 4. Simply being 'visible' or 'available'                             |  |  |  |  |  |  |

## APPENDIX B



Republic of the Philippines  
**BOHOL ISLAND STATE UNIVERSITY**  
 Zamora, Bilar, Bohol



*Vision: A premier S & T university for the formation of a world – class and virtuous human resource for  
 The sustainable development in Bohol and the country.*

*Mission: BISU is a committed to provide quality higher education in the arts and sciences, as well as in  
 the professional and technological fields; undertake research and development of Bohol  
 and the country.*

November 9, 2021

**MARIETTA C. MACALOT, Ph. D**

Campus Director  
 BISU-BILAR, Campus

Madam:

Good day!

We, the fourth-year students taking up Bachelor of Science in Hospitality Management of Bohol Island State University-Bilar Campus, Zamora, Bilar, Bohol are currently conducting a research entitled " **PROFILING OF TOURISM SITES AND EMPLOYEES** ".

In line the undersigned would like to ask permission from your good office with the recommendation of the Dean of College of Technology and Allied Sciences, to conduct a study in the selected establishments tourism site in the third District of Bohol.

Thank you very much and God bless!

Respectfully yours,

Rahwel R. Esto, Marian Joy I. Garces

Arnulfo B. Galleto , Alice Q. Tumale

Noted by:

Recommending Approval:

**JOHN ANTHONY D. PIOLLO**

Thesis Adviser

**NELIA Q. CATAYAS, Ph. D.**

DHMIT Chairperson

**ARLEN B. GUDMALIN, Ph. D.**

Dean, CTAS

Approved:

**MARIETTA C. MACALOT, Ph. D.**

Campus Director



Republic of the Philippines  
**BOHOL ISLAND STATE UNIVERSITY**  
 College of Technology and Allied Sciences  
 Zamora, Bilar, Bohol



October 13, 2021

**Thesis Committee Member**

Madam/Sir:

The undersigned has the honor to request your approval as member of the committee for the thesis of the undergraduate students as their requirements of the degree BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT.

**TITLE**

“Status of the Problem Encountered by Employees.”

The candidate has been instructed to have consultation with you about the above title. Kindly make the necessary recommendations to have a successful research output.

Thank you for your assistance on this matter.

Very truly yours,

NELIA Q. CATAYAS, Ph.D.

Chairperson, DHMIT

---

**CONFORM:**

|    | Name of Faculty      | Committee       | Signature |
|----|----------------------|-----------------|-----------|
| 1. | MARIFEL G. LASCOÑA   | Adviser         | _____     |
| 2. | HERBERTO PIOLLO      | Statistician    | _____     |
| 3. | HERSHEY LOU M. CABIG | Internal Expert | _____     |
| 4. | JOHN ANTHONY PIOLLO  | Editor          | _____     |



Republic of the Philippines  
**BOHOL ISLAND STATE UNIVERSITY**  
College of Technology and Allied Sciences  
Zamora, Bilar, Bohol

---

November 11, 2021

**The Manager**

Dear Ma'am/Sir:

Greetings!

We the fourth-year students of Bohol Island State University-Bilar Campus taking up Bachelor of Science in Hospitality Management is currently conducting research entitled: **STATUS OF THE PROBLEMS ENCOUNTERED BY EMPLOYEES OF TOURISM SITES IN THE INTERIOR PART OF BOHOL** as partial requirement for the degree.

In relation, we would like to ask permission to distribute questionnaires to the employees working in your establishment. This undertaking would also pave way for us to gather the substantial data to identify the common causes of problems met among hospitality industry workers and to provide necessary intervention to explain the occurrence and to boost productivity in the workplace. Hence, the information gathered from the identified participants will be treated with utmost confidentiality. We also assure the management that whatever the result of the study, the undersigned will give feedback as reference for the management in addressing problems met and other concerns.

Finally, with the health protocols implemented by the establishment, the undersigned will distribute and collect the survey questionnaire abiding the safety mandate to protect each parties concerned. The undersigned hope to hear positive response from the management regarding this matter.

Thank you and God bless!

Sincerely yours,

RAHWEL R. ESTO  
ARNULFO B. GALLETO  
MARIAN JOY I. GARCES  
ALICE Q. TUMALE

### APPENDIX C Documentary Pictures



During the dissemination of questionnaires and employee assistance



During the dissemination of questionnaires and employee assistance.

## RESEARCHER'S BIODATA

### I. PERSONAL DATA

Name : Rahwel R. Esto

Age : 22

Citizenship : Filipino

Civil Status : Single

Date of Birth : December 12, 1999

Religion : Roman Catholic

Residence : Poblacion, Bilar, Bohol

Parents : Mr. Wilbert V. Esto

: Mrs. Raquel R. Esto



### II. EDUCATIONAL BACKGROUND

Tertiary : Bohol Island State University  
Bilar Campus  
Zamora, Bilar, Bohol

Senior High School : Bohol Island State University  
Bilar Campus  
Zamora, Bilar, Bohol  
2017-2018

Junior High School : Saint Anthony's Academy  
Poblacion, Batuan, Bohol  
2015-2016

Elementary : Tagbilaran City Central Elementary School  
Tagbilaran City, Bohol  
2011-2012

Degree Earned : Bachelor of Science in Hospitality Management  
(BSHM)

### **III. ACHIEVEMENTS**

- : Bread and Pastry NC II Holder
- : Food and Beverage NC II Holder
- : Cookery NC II Holder
- : Housekeeping NC II Holder

## RESEARCHER'S BIODATA

### I. PERSONAL DATA

Name : Arnulfo B. Galleto  
Age : 31  
Citizenship : Filipino  
Civil Status : Single  
Date of Birth : September 20, 1990  
Religion : Roman Catholic  
Residence : Owac, Bilar, Bohol  
Parents : Mr. Felix C. Galleto Jr.  
: Mrs. Belen B. Galleto



### II. EDUCATIONAL BACKGROUND

Tertiary : Bohol Island State University  
Bilar Campus  
Zamora, Bilar, Bohol

High School : Bilar National High School  
Yanaya, Bilar, Bohol  
2007 - 2008

Elementary : Owac Elementary School  
Owac, Bilar, Bohol  
2002 - 2003

Degree Earned : Bachelor of Science in Hospitality Management  
(BSHM)

### III. ACHIEVEMENTS

: Cookery NC II Holder

: Housekeeping NC II Holder

**RESEARCHER'S BIODATA****I. PERSONAL DATA**

Name : Marian Joy I. Garces  
Age : 21  
Citizenship : Filipino  
Civil Status : Single  
Date of Birth : May 27, 2000  
Religion : Roman Catholic  
Residence : Bentig, Calape, Bohol  
Parents : Mr. Luciano L. Garces III  
: Mrs. Braulyñ I. Garces

**II. EDUCATIONAL BACKGROUND**

Tertiary : Bohol Island State University  
Bilar Campus  
Zamora, Bilar, Bohol  
Senior High School : Mayor Anunciacion R. Tuazon National  
School of Fisheries  
Calunasan, Calape, Bohol  
2017-2018  
Junior High School : Mayor Anunciacion R. Tuazon National  
School of Fisheries

Calunasan, Calape, Bohol  
2015-2016

Elementary : Bentig-Calunasan Elementary School  
Calunasan, Calape, Bohol  
2011-2012

Degree Earned : Bachelor of Science in Hospitality  
Management  
(BSHM)

### **III. ACHIEVEMENTS**

: Food Processing NC II Holder

: Cookery NC II Holder

: Housekeeping NC II Holder

**RESEARCHER'S BIODATA****I. PERSONAL DATA**

Name : Alice Q. Tumale  
Age : 23  
Citizenship : Filipino  
Civil Status : Single  
Date of Birth : Febuary, 24, 1999  
Religion : Roman Catholic  
Residence : Yanaya, Bilar, Bohol  
Parents : Mr. Modesto H. Tumale  
: Mrs. Leonila Q. Tumale

**II. EDUCATIONAL BACKGROUND**

Tertiary : Bohol Island State University  
Bilar Campus  
Zamora, Bilar, Bohol  
Senior High School : Bilar National High School  
Yanaya, Bilar, Bohol  
2017-2018

Junior High School : Bilar, National High School  
Yanaya, Bilar, Bohol  
2015-2016

Elementary : Yanaya Elementary School  
Yanaya, Bilar, Bohol  
2011-2012

Degree Earned : Bachelor of Science in Hospitality  
Management  
(BSHM)

### **III. ACHIEVEMENTS**

: Tourism Promotion NC II Holder

: Housekeeping NC II Holder

: Cookery NC II Holder

\_\_\_\_\_